

PUBLIC
OPERATIONAL COMMITTEE
SAAG – Housing Management Q1 2025/2026
11 SEPTEMBER 2025

<p>ITEM NO. Enc.15</p> <p>PRESENTER: FOR NOTING</p> <p>Please delete as appropriate:</p> <p>Performance & Compliance</p>
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<p>REPORT OF (OWNER) AND EMAIL</p> <p>Report of: Head of Housing Options & Homelessness Email address: carl.tring-willis@derbyhomes Telephone number: 01332 888504</p>
<p>REPORT AUTHOR AND EMAIL</p> <p>Head of Housing Options & Homelessness Email address: carl.tring-willis@derbyhomes Telephone number: 01332 888504</p>

1.	SUMMARY
1.1	This report introduces the new ‘Service At A Glance’ (SAAG) for Housing Management.
1.2	The SAAG is a new report which has been shaped by customer feedback and has been developed to reflect productivity and outputs around key service activities, which in turn contribute to achieving key performance indicators and outcomes for our customers.
1.3	The SAAG aims to evidence our ‘policies in practice’ and demonstrate transparency and accountability by providing insight into the volume of activity within specific service areas within Housing Management.
1.4	The SAAG reports the latest quarter’s data (Q1 2025/26) with a comparison against the previous Quarter (Q4 2024/25) and a Year-to-Date figure (YTD) with a comparison against the previous YTD.
	Where data is Not Available – this is indicated as N/A.

2.	RECOMMENDATION(S)
2.1	To note the report - SAAG – Housing Management Q1 2025/2026
2.2	To provide feedback to the Service on the effectiveness of the SAAG in demonstrating ‘policy in practice’.

3.	REASON(S) FOR RECOMMENDATION(S)
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3.1	To enable the Operational Committee to have greater insight around the day-to-day activities carried out across the Housing Management service.
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4.	MATTERS FOR CONSIDERATION
4.1	<p>The new SAAG reflects 7 specific service areas within Housing Management:</p> <ol style="list-style-type: none"> 1. Anti-Social behaviour 2. Estate Management 3. Tenancy Management 4. Intensive Tenancy Management 5. Neighbourhood and Partnership Working 6. Safeguarding 7. Parkland View Extra Care <p>Each section reflects different elements of the service and why it is important to provide the information.</p>
4.2	Anti-Social Behaviour – this section includes satisfaction, case numbers, timeframes, the nature of ASB incidents reported, a breakdown of the actions taken by our service and the number of victim referrals and STOP Hate UK referrals.
4.3	Estate Management – this section includes the number of estate management issues, including Estate Response Officer call out's, communal area issues, trees, estate improvements, Streetpride and Highways issues, abandoned vehicles and car parking enforcement.
4.4	<p>Tenancy Management – this section includes the number of new tenancies created, mutual exchanges and <i>*tenancy audit data (*this data will be available from Q2)</i>.</p> <p>This section also includes the number of Homes Fire Safety checks completed, information around Damp, Mould and Condensation post completed works, and the number of fraud referrals, garden cases and pest control cases.</p>
4.5	<p>Intensive Tenancy Management – this section includes the percentage of tenants receiving an intensive housing management service and the number and <i>*outcome</i> of pre-tenancy and secure tenancy assessments. (<i>*this data will be available from Q2</i>).</p> <p>This section also includes the numbers of Homes Stater Packs and Garden Equipment Packs issued to tenants.</p>
4.6	Neighbourhood and Partnership Working – this section includes the number of community partnership events attended and information about our Community Spaces including the number of groups using them, numbers able to attend these activities, and provides a breakdown of the types of activities delivered.
4.7	Safeguarding – this section includes the number and nature of Safeguarding referrals completed with a breakdown of abuse category and support needs associated with the referrals.

	This section also includes our performance against the Derby Safeguarding Adults Board Key Performance Indicators and data relating to domestic abuse.
4.8	Parkland View Extra Care – this section includes data relating to the assessment flat, the number of Flat Safety checks, which include Home Fire Safety checks and current numbers and tenancy management data.

5.	OTHER OPTIONS CONSIDERED
5.1	N/A

6.	IMPLICATIONS
6.1	Legal/Confidentiality N/A
6.2	Consultation N/A
6.3	Equalities impact assessment N/A
6.4	Financial and business plan N/A
6.5	Council N/A
6.6	Environmental N/A
6.7	Risk N/A

7.	Background information
7.1	N/A

8.	Appendices
8.1	SAAG Housing Management Q1 2025/2026

This report has been approved by: (Add or delete as necessary).

Managing Director	Maria Murphy	DD.MM.YEAR
Finance Director & Company Secretary	Michael Kirk	DD.MM.YEAR
Head of Service		DD.MM.YEAR
Governance Manager (checked)	Jane Haywood	03.09.2025

Reports have only been approved where dates have been applied